



TRANSIT SUPPORT SERVICES SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the Transit Store operations; and to perform a variety of complex customer service work for the Transit section.

Supervision Received and Exercised:

Receives direction from the Transit Administrator or from other supervisory or management staff.

Exercises direct supervision over the technical staff in the Transit Store and administrative support staff within the Transit office.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for technical customer service and administrative support personnel; devise and implement policies and procedures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in Transit services; participate in staff performance reviews and provide supporting documentation for corrective action/discipline; approve leave.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities including statistical reports on the activities of the Transit Store.

- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budgeting; monitor and control expenditures.
- Answer questions regarding bus routing, bus pass sales, and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Assist in writing a wide variety of Transit correspondence and documents for internal and external use.
- Participate in Transit office administration work; maintain calendars of office activities, meetings and various events; set meetings for the Transit Administrator; prepare minutes of meetings and transcribe as necessary; make travel arrangements for special events.
- Coordinate the ordering and storage of appropriate supplies.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible administrative support or customer service experience in transit services or a related field. Some supervisory experience is desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in transit services, business, management/supervision, customer service, or related areas.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 6590

Salary Range: 26

FLSA: Non-exempt